

# Provisioning Telstra Mobile Services

## **User Manual**

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## About This Document

## Purpose

The purpose of this document is to describe the operation of the Emersion Ordering and Service Management functions for the Telstra Mobile service. Other Emersion user manuals describe the use and operation of other system modules, such as Customer Management and Package Management, which may be mentioned or referred to within this manual.

## **Intended Audience**

The intended audience for this user manual are sales, provisioning and other administration staff of a service provider who order and provisioning services for customers within the Emersion System.

Version	Date	Description	Author
0.1	24/5/2012	Initial version	Kathy Berkidge
0.2	5/6/2012	Updates with UI changes	Kathy Berkidge
0.3	21/12/2012	Updated screenshots + new section	Peter McCallum
0.4	6/2/2013	Updated with bolt on provisioning and new UI	Kathy Berkidge
1.0	10/2/2013	Review and Release	Paul Dundas

## **Document Control**

## Introduction

On behalf of the team at Emersion, we would like to take this opportunity to welcome you to Emersion. Emersion may update the system to improve your experience. Enhancement and new features and changes may be implemented beyond the date of the creation of this document. Therefore, some information or screens in this version of the manual may become slightly out of date.

Note that other Emersion modules referred to in this manual are not described in detail in this document. Please refer the specific Emersion system manual for further information about each module if required.

Your Wholesale Service Provider will provide you with a username and password to access the Emersion system. The Emersion system components are seamlessly integrated and you will access the Emersion Customer Management System (CMS), and all other Emersion system modules from a single Web interface through the Emersion Cumulus user interface.

## **Document Conventions**

The following conventions are used throughout this manual to describe information and procedures:

Italics	Indicates the name of a screen, field or setting. The capitalisation and punctuation are the same as displayed on the screen. For example: Complete the <i>Address</i> field.
Bold text	Bold text indicates either the name of a command, button or other interactive element. For example:
	Type the user's name in the Customer Name field, and then click Search.
BOLD CAPITALS	Text in bold capitals indicates the name of a key on a keyboard. For example:
	Type your password, and then press ENTER.
Navigation >	Menu options or navigation paths are described in shorthand using the following convention:
	Module > Functional Area > Option
	For example, selecting the Account Profile area can be described as:
	Select Admin > Settings > Account Profiles from the Menu.
Monospace text	Used to represent the text you may type in a field. For example
	Type abc in the Search field.
(j)	The (1) symbol indicates some useful information or a handy tip.

Where possible all images are taken directly from the Cumulus User Interface.

## **Assumptions Made**

As this manual cannot hope to cover more than the operation of the Emersion Order and Service Management functions, the following assumptions have been made:

- You are familiar with the Emersion Customer Management System and you can competently use it.
- You have an agreement to obtain Telstra mobile services through a wholesale aggregator / supplier of Telstra.
- You have a detailed understanding of the service and ordering requirements of the Telstra mobile service.
- You have a computer that you can competently operate.
- You have an Internet connection, and are capable of establishing a connection.
- A Web Browser capable of supporting Web 2.0 functionality is installed on your computer.
- Acrobat® Reader version 6.00 or higher is installed on your computer.
- > You have a basic understanding of computer and Internet terminology.
- > You have a basic understanding of the day-to-day business operations of a Service Provider.

## **Telstra Mobile Services**

The system interfaces to Telstra's provisioning system LOLIM (LinxOnline Interaction Gateway<sup>™</sup>) to enable you to submit and process service requests for Mobile services, process provisioning responses from Telstra, as well as to retrieve billing and usage data (i.e. CDRs) to automatically create invoices for your customers containing all charges associated with their services.

Provisioning responses are automatically received from Telstra and processed by the system for all mobile service requests. The system also supports the processing of service maintenance requests though Telstra's interaction gateway for services changes including changing of SIM, temporary suspend and disconnect of services, as well as creating service faults. The system updates the Provisioning Log with the response received from Telstra for each request.

## **Overall Provisioning Process**

The overall process for provisioning Telstra Mobile services is as follows:

1.	Create Customer	create the customer account record
2.	Create Order	order a Mobile service
3.	Service Qualification (SQ)	perform a SQ
4.	Order Package Plan	select the order type and the required package plan
5.	Configure Service	enter the SIM and other configuration details for the service
6.	Customer Authorisation	enter the customer authorisation details
7.	Submit Order	submit your order
8.	Monitor Order	monitor the submitted order for changes or errors until completion using the <i>Provisioning Log</i>
9.	Add a Data Bolt On	once the service is active, add the required data plan by adding a data Bolt On

Once orders have been created, you can use the following modules to manage orders and services:

- Service > Order view order details and return to any incomplete orders
- Service > Provisioning view the overall provisioning log
- Service Management view and manage the service subscription, replace SIM, raise service faults, temporarily suspend service, and temporarily disconnect service.

## **Create Order**

The first step of the provisioning process is to create a service order for an existing customer. You may also use the order process to check a particular mobile service number's availability, or to confirm an existing service can be transferred from another carrier, without selecting a customer.

- 1. Select **Customers** > **Customer List** > from the **Menu.** The *Customer List* page will display showing a list of existing customers.
- 2. Locate the customer you wish to provision the mobile phone service in the list and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
- 3. On the *Customer* page, select the **Order** tab. The *Create Order* page will display.

Alternately, click the Create Order link beside the required customer in the Customer List page.

Customer List												
						Billing Contac	t Name:					
Account Number:						Upload	Source					
Customer Name:						Rei	sreitce.					
Service Identifier:						Doto F	ittering: Select	0	~			
						Dater			1000			
Account Status:	Filter By Status 📩						From:					
	Preactive Active						Til:					
	Deactive Cancelled											Search
												Add New Customer
Account Humber \$	Customer Name	Account Type	Account Profile	Status Billing Contact	Phone	Email Address	Start Date	End Date	Invoice Period Start	Invoice Period En		
133449	Joe Bloggs	INDIVIDUAL	Emersion Default Account Profile	Active Joe Bloggs	0439367205	test@test.com	Sep 28, 2010				Create Order	eate Purchase Manage UserPortal
						1				~	$\sim$	

Figure 1. The Customer List showing the Create Order link

4. Tick the **Telstra 3G Mobile** service type check box. A list of Packages available for the Telstra 3G service will display.

Customers Billing Ser	vices Packages and Plans Report	Finance Events Admin		
ist All Manual Provisioni	ng Orders Migrations Provisio	ning New Order Automation	Console	
Create Order				
Please choose the Service Types	; you would like in this order;			
	Optus PSTN Voice	Optus RBT ADSL2	Soul ADSL2	Soul Pre-Select
Telstra 3G Mobile	🔲 Telstra PSTN (eBill)	Vvholesale TADSL2+	Submit	
Possible Packages				
Packages which combine all sele	cted: Telstra 3G Mobile			
Package ID		External Name		Internal Name
41737	Steves Test Package		Steves Test Package	
Q 141600	Telstra Mobile - Sell Package Plan		Teistra Mobile - Sell Package Pla	20

Figure 2. The Order page showing examples of Telstra 3G service packages

5. Click **Submit**. The Service Qualifications page will display showing the SQ details and available order types.

No order types will be displayed until a SQ has been performed that confirms that the service can be provisioned.

Order: 200712				
Service Qualifications				
SQ Type	SQ Created	Status	Result	
Telstra 3G Mobile	N/A,	Initial	N/A	Enter SQ Details
Available Order Types			-	
Telstra 3G Mobile No Order Types to Choose From. (Perha				er types you would like. Appropriate packages ending on the service types, in the selected
No Order Types to Choose Prom. (Perm	aps you need to complete an skip			elect 1 order type for each Service Qualification ned.

Figure 3. The Service Qualifications page

## **Service Qualification (SQ)**

The Service Qualification (SQ) function verifies that the Mobile service can be provisioned. Telstra Mobile services can be provisioned in 3 ways:

- create a new service and allow Telstra to allocate the Mobile Service Number (MSN)
- create a new service and select a MSN using the Search feature
- $\succ$  transfer an existing mobile service number from another carrier (i.e. churn a service).

Regardless of the method you use, a SQ must be performed as part of the Order process. However, you can perform a SQ to check availability before entering an order. A Telstra Mobile order will not be saved until a SQ is successfully completed that confirms that the service can be provisioned.

SQ results are only valid for 10 hours. You will need to perform a *Refresh* SQ operation to provision a service if the SQ has expired.

1. On the SQ page, click the **Enter SQ Details** link. The *Telstra 3G Mobile Service Qualification* page will display.

Telstra 3G Mobile Service Qualification	
Telstra 3G Mobile Service Identifier	
Please select one of the following service setup type :	
:      O Create a new service and allocate a new MSN	
Create a new service and search for a MSN	
$\ensuremath{}$ Transfer an existing service from another provider (Port)	
Mobile Service Number:	
Please enter a valid Mobile Service Number (MSN)	
	Proceed
	i hocou

Figure 4. The Telstra 3G Mobile Service Qualification page

- 2. Select the method to create the new mobile service order from the option buttons, as follows:
  - for a new service that you wish to allow Telstra to allocate the MSN, select the Create a new service and allocate a new MSN option
  - for a new service that you want to select a MSN to allocate to the service, select the Create a new service and search for an MSN option
  - for an existing service that you are porting from another carrier, select the Transfer an existing service from another provider (Port) option
- 3. If you are porting the service from another provider, enter the customer's existing mobile number in the *Mobile Phone Number* field.

The mobile number entered must be in the format 614XXXXXXXX

4. Click the **Proceed** button.

If you selected the *Create a new service and search for an MSN* option, see the *Searching for an MSN* section below. Otherwise, go to Step 12.

#### Searching for an MSN

If you selected to create a new service and search for a MSN to allocate to the new service, the *Telstra 3G Mobile Criteria* page will appear when you *Proceed* from the *Telstra 3G Mobile Service Qualification* page.

ra 3G Mobile C	teria		
MSN Prefix:			
MSN Suffix:			
	All Numbers		
	O Premium Numbers		
	O Non-Premium Numbers		
		C	G

Figure 5. The Telstra 3G Mobile Criteria page

- 5. Enter a 4-digit *MSN Prefix* to search for a particular range of numbers. You must enter a prefix for the search to complete successfully.
- 6. If required, enter a *MSN Suffix*. The *MSN Suffix* allows wildcard characters, such as an asterisk ('\*'), to be entered.

You can enter all 6 numbers in the MSN Suffix field to search for a particular MSN.

- 7. Select the type of numbers to search for by selecting an *All Numbers*, *Premium Numbers* or *Non-Premium Numbers* option button.
- 8. Click the **Query** button to initiate the search. The system will interact with Telstra's system to obtain a list of MSNs that match the search criteria entered. Note that this make take a few moments.
- 9. Once the system has received a response from Telstra, the Available Numbers will display.

	Criteria			
MSN Prefix:	0429			
MSN Suffix:	444	1		
	O All Numbers			
	Premium Numbers			
	O Non-Premium Numbers			
				Query
	Ders			
ailable Numb			Premium Number Code	
	MSN		Fremulin Humber Code	
042944443	MSN	SIL1	Fremium number Code	0
	MSN	SIL1	Fremium Mumber Code	0

Figure 6. The Telstra 3G Mobile Criteria page showing Available Numbers

10. Click the radio button beside the required number to select the MSN.

**()** 

Premium numbers attract additional charges (i.e. if the MSN chosen shows *SL1* or *GOL1* in the *Premium Number Code* column)

#### 11. Click the Proceed button.

The MSN selected will be confirmed by Telstra after the order is submitted. Monitor the order and provisioning logs for any updates about the selected MSN's availability.

- 12. The *Order* page will display showing a system generated order number, the SQ's *Status* and the *Result*, which will correspond to the type of order selected in step 2.
- 13. If you selected to Port an existing service from another provider, Telstra will check the mobile number entered and confirm it can be ported. Until a response is received from Telstra's system, the SQ *Status* will remain *Pending*.

SQ Type	SQ Created	Status	Result	t
🔍 Telstra 3G Mobile	14 May 2012 11:07:10	Pending	N/A	Refresh
wailable Order Types				
			ct the order types you would like.	
Felstra 3G Mobile		will be displ	ayed depending on the service ty	nes in the selected

Figure 7. The Service Qualification page showing a Pending SQ

Click the **Refresh** link. The system will update the *Order* page and show the latest SQ *Status* as well as the SQ *Result*.

Once the system has completed the SQ and received a response from Telstra, the SQ *Status* will show '*Success'*, with the SQ *Result* corresponding to the type of order selected.

SQ Type	SQ Created	Status	Result	
Telstra 3G Mobile	14 May 2012 11:04:38	Success	Phone Number will be allocated upon connection	Re-Submit
wailable Order Types				
elstra 3G Mobile			Please Select the order types you would like. Appropriate pack will be displayed depending on the service types, in the selecte	
• O New			orders.	
			<b>Note:</b> you can only select 1 order type for each Service Qualifi that you have performed.	cation
vailable Packages				
Package ID		External Name	Internal Name	Selec
141737	Steves Test Package		Steves Test Package	0
141600	Telstra Mobile - Sell Package Plan		Telstra Mobile - Sell Package Plan	0

Figure 8. The Service Qualification page showing a completed SQ

14. If you wish to perform another SQ, click the **Re-Submit** link. The system will return to the *Telstra 3G Mobile Service Qualification* screen to allow you to perform another SQ if required.

## **Order Package Plan**

Once the SQ has been completed successfully, you need to select the package to create the service against. The package selected will determine the charges and costs to invoice to your customer, as well as determine any other services that may be bundled together within the package.

1. Once the SQ has completed successfully, a list of available packages for the mobile service will be displayed.

SQ Type	SQ Created	Status	Result	
Telstra 3G Mobile	14 May 2012 12:01:43	Success	Phone number 0429 LLLV/ successfully chosen.	Re-Submit
vailable Order Types				
elstra 3G Mobile			Please Select the order types you would like. Appropriate packs will be displayed depending on the service types, in the selecte	
• 🖲 New			orders.	
			<b>Note:</b> you can only select 1 order type for each Service Qualifi that you have performed.	cation
vailable Packages				
Package ID		External Name	Internal Name	Sele
141737	Steves Test Package		Steves Test Package	0
141600	Telstra Mobile - Sell Package Plan		Telstra Mobile - Sell Package Plan	۲
				Select

Figure 9. The Order page showing available packages

2. Click the radio button beside the required package in the Select column.

You can display a summary of the package details and charges by clicking the magnifying glass

icon beside the Package ID.

3. Click the **Select** button. The *Configuring - package* page will display, showing the previous SQ details, the package name, and the MSN details.

SQ Type	SQ Created	Status	102	Result		100
	6 Feb 2013 15:01:36	Success	Phone Number will be alloca	ted upon connection		Finalised
nfiguring: TEST - 3G Product						
Service Ty	pe		Mandatory	Configure	Authorisa	tion
Telstra 3G Mobile		Yes		Configure	Authorise	
			Discount applied each			
			Discount applied each Package Period (\$):		Save Chain Configuration	
Jpload Order Form					Save Chain Configuration	
Jpload Order Form Ipload Order Form: Choose File No file of	chosen				Save Chain Configuration	•
					Save Chain Configuration	•

Figure 10. The Configuring - package page

If you have not selected a customer, see the *Select Customer* section below. Otherwise, go to the *Configure Service* section on page 14.

The system allows you to perform a SQ to confirm a service's availability without first creating a customer order.

Select **Service** > **Order** from the menu. The system will prompt you to select the Telstra Mobile service and enter the SQ type as described previously. However, once the SQ has completed successfully, the system will prompt you to select the required customer to continue the order.

 $\bigcirc$ 

#### **Select Customer**

If you performed an SQ without first creating a customer order, you must select a customer to order the Mobile service. After you have selected the package, the *Customer Choice* page will display a list of existing customers.

				Bili	ng Contact Name:				
Account Number:									
					Date Filtering: Sel	ect 💌			
Customer Name:					2000 00 00 00 00 00 00 00 00 00 00 00 00	eci			
Service Identifier:					From				
					Tilt				
Account Status: Filter By Sta	itus 💌							Search	Cle
Account Grands.							_		
								Add New Cust	omer
Account Number ∛	Customer Name	Account Type	Status	Billing Contact	Phone	Email Address	Start Date	End Date	
68453	Tilleinner uursammit	INDIVIDUAL	Active	THIStonesister	COMMENSION		May 02, 2011		Select
168454	Eliment	INDIVIDUAL	Active	Ellinematellitereesey	CROSSRED OF	property of the second s	May 02, 2011		Select
68455	Pubyround thes	INDIVIDUAL	Active	Hopymouweee	Sector Press	presenter and a second second second	May 02, 2011		Select
68456	i conveninga	INDIVIDUAL	Active	L'anna Melterrette	Quantitation	p-perior-	May 02, 2011		Select
68457	6 and a courty	INDIVIDUAL	Active	Consideration	ORD TO WARD	M pigement and a	May 02, 2011		Select
68458	Characterit	INDIVIDUAL	Active	Gamming and the	CUMMERSING:		May 02, 2011		Select
68459	Transmission company	INDIVIDUAL	Active	Kottige (Compare	COLORITORIA		May 02, 2011		Select
168653	Automation (1000) and a second	INDIVIDUAL	Active	Philhony - community	000000000000000000		May 03, 2011		Select
68753	Assailt1000000000000000000000000000000000000	INDIVIDUAL	Active	Automationed/027	CITIEsperature	bourness literations and the	May 03, 2011		Select
168755	Prophytomicag	INDIVIDUAL	Active	Missierenning	00000000000		May 03, 2011		Select
68862	Jageneer/111/100204	INDIVIDUAL	Active	Juint Stateman	O'CURRENT OF	janta and a second s	May 03, 2011		Select
168865		INDIVIDUAL	Preactive				May 03, 2011		Select
69953	Lines Gaerman	INDIVIDUAL	Active	Louis communate	08/11/060000		May 10, 2011		Select
73053	Database indebasis	INDIVIDUAL	Active	Constant Constants	<b>Cliggenment</b>		May 24, 2011		Select
73153	karyellings().	INDIVIDUAL	Active	Keensaturati	OTTOMATING		May 24, 2011		Select
73253	Janentitation	INDIVIDUAL	Cancelled	Jummillioner	CONTUNTOURS	jinter (digeneration)	May 24, 2011		Select
73353	Australiant	INDIVIDUAL	Active	ATOX TOOLING	Otgeenwate		May 24, 2011		Select
73453	Junter Street	INDIVIDUAL	Active	Classing/Tillion	002264611022	popertive and an an an and an	May 24, 2011		Select
/ 3433	A CONTRACTOR OF A CONTRACT	INDIVIDUAL	Active	Jäenen filinnal	leconstatemento	jasneestiinin provinsi	May 24, 2011		Select
73553									

Figure 11. The Customer Choice page showing a list of customers

- 4. Locate the required customer to order the Mobile service and click the **Select** link beside the customer record.
- 5. Alternately, you can create a new customer record if required.

Click the **Add New Customer** button. The system will display the *Create New Account* wizard page. Enter the new customer's details using the wizard.

(j)

If you choose to create a new customer, you should note the o*rder number* from the top of the service qualification *Order* page to enable you to return to the order and continue the provisioning process.

6. Once a customer is selected, the *Configuring package* page will display.

Service Qualifications						
SQ Type	SQ Created	Status		Result		
Telstra 3G Mobile	6 Feb 2013 15:01:36	Success	Phone Number will be alloca	ited upon connection		Finalised
Configuring: TEST - 3G Product						
Ser	vice Type	100	Mandatory	Configure	Authorise	ation
Telstra 3G Mobile		Yes		Configure	Authorise	
Package Chain Information:	Chain Ended:		Discount on Usage: Discount on Each Service Access Fee: Discount applied each Package Period (§):	\$	Save Chain Configuratio	•
Upload Order Form						
Upload Order Form: Choose File	No file chosen					
Order Completion						
Some aspects of your order requ	ire configuration. nfiguring or authorising you	r orders above.			Order Incomplete	

Figure 12. The Configuring - package page

## **Configure Service**

The *Service Configuration* page allows you to set up the specific service related features of the Mobile service, such as the SIM number, Service features, data plan component, and service barring options etc. For specific product information about these service features, please refer to your wholesale service provider or Telstra.

1. From the Configuring Telstra 3G Mobile - package page, click the **Configure** link. The Service Configuration page will appear.

Service Configura	ion
-Configuration	
SIM Card Type:	Select a Product
* SIM Number:	
	New SM is chargeable
* PIN:	
User Verification Password:	
Call Forward Diversion Number:	
Vanity Identifier:	
L	
	Save
	Cancel

Figure 13. The Service Configuration page

- 2. In the *Configuration* section, select the *SIM Card Type* from the drop list. The list may include *Inventory* and / or *Non Inventory* SIM card types, which mean:
  - Inventory allows the SIM to be selected from a list of SIMs allocated to you that are held in your product inventory
     Non Inventory the SIM number is required to be entered manually
     SIMs will be allocated to you from your wholesale service provider or Telstra.
- 3. Enter the *SIM Number* to allocate to this service.

If you selected an *Inventory SIM Card Type*, the **Search** button will appear beside the *SIM Number* field.

SIM Card Type:	Sim Card - Inventory - Micro	~	
* SIM Number:			Search

Figure 14. The Configuration section showing the Search button

a. Click the **Search** button to select a SIM number from a list of available SIMs. The *Search SIM Inventory* window will appear.

			Go
Available SIM Inventory			
5 Results Found Serial Number	Price	ТАХ	Select
931006254	10	inc Tax	
931006255	10	inc Tax	
	10	inc Tax	
931006256	1.0		
931006256 931006257	10	inc Tax	
	Same -	inc Tax inc Tax	

Figure 15. The Search SIM Inventory window

- b. To search for a particular SIM, enter part or all of the SIM number in the *SIM Number* field, and then click the **Go** button. The window will update and show all SIMs that match the number entered.
- c. Click the check box beside the required SIM in the Select column.
- d. Click the **OK** button.
- e. The selected SIM will appear in the SIM Number field on the Service Configuration page.
- 4. If you do not wish to charge the customer for the SIM, untick the *New SIM is chargeable* check box. The price information fields will appear below the *SIM Number* field.

The system will examine the SIM's price (i.e. from the product information) and show the SIM price details in the price fields.

SIM Card Type:	Sim Card - Inventory - Branded 🛛 💽		
* SIM Number:	7839058)	Search	
	New SIM is chargeable		
Transaction Date:	5 Jun 2012		
Total (inc Tax):	11		
Тах Туре:	Australian GST 💌		
* Actual Value (ex Tax):	10		
Tax Amount:	1		
Description:			
* PIN:			
User Verification			
Password:			
Call Forward			
Diversion Number:			
Vanity Identifier:			

Figure 16. The Service Configuration section showing price fields

a. If required, enter or update the price of the SIM in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount*.

Alternately, enter the price of the SIM in the Actual Value (ex Tax) field. The system will automatically calculate the price Total (inc tax) and the Tax Amount.

- b. Select the *Tax Type* applicable to the SIM in the drop list. By default, this is set to 'Australian GST'.
- c. Enter a *Description*, as required.
- 5. Enter the PIN code for the SIM in the *PIN* field. This must be 4 digits.
- 6. If required, enter a User Verification Password for the service.
- 7. Enter a Call Forward Diversion Number, as required.
- 8. If required, enter a *Vanity Identifier* for the service, which is an alternate way to identify the service and will appear on the customer's invoice (e.g. instead of the MSN, you could enter "Joe's business mobile phone").
- 9. If you are porting the MSN from another service provider, you need to enter additional information.

SIM Card Type:	Sim Card - Inventory - Branded 🛛 💙	
* SIM Number:		Search
	New SIM is chargeable	
Transaction Date:	5 Jun 2012	
Total (inc Tax):	0	
Tax Type:	Australian GST 👻	
* Actual Value (ex Tax):	0	
Tax Amount:	0	
Description:		
* PIN:		
User Verification Password:		
	11 11	
Call Forward Diversion Number:		
Vanity Identifier:		
Mobile		
Authentication DOB:		
Losing SP Account Ref #	1	

Figure 17. The Service Configuration section showing the additional Port fields

- a. Enter the customer's date of birth in the *Mobile Authentication DOB* field. A calendar tool will appear to allow you to select the required date.
- b. Enter the Losing SP Account Ref #, which is the customer's previous service provider's account number.
- 10. Select the required call forwarding settings from the available options in the *Call Forward* section. By default, the option *None* is selected.
- 11. Tick the check box corresponding to each service feature required by the customer in the *Service Features* area, below the *Call Forward* section. Some of these features attract additional charges, which you can on bill to your customer.

All features that can be set up on the Mobile service are listed in the *Service Features* section.

12. Select the required call barring from the available options in the *Normal Call Barring* section. This setting will control any numbers that are barred from being called by the service. By default, the option *Call Barring - Bar 190, Value Added + IDD* is selected.

The Alternate Call Barring options will match the option selected in the Normal Call Barring section.

13. Tick the check box corresponding to other service barring options required by the customer in the *Service Features* section, below the *Normal Call Barring* options. By default, the option *Bar Premium SMS* is selected.

All service barring options that can be set up on the Mobile service are listed in the *Service Barring Options* section.

14. Click the **Save** button. The *Order* page will display.

To return to the service configuration, click the *Configure* link to return to the *Service Configuration* page.

## **Customer Authorisation**

**(i)** 

The *Customer Authorisation* page allows you to enter the customer's authorisation information. To provision services, you must obtain a valid customer authorisation to verify that the customer wishes you to provide their Mobile service, particularly if the customer is churning their service and leaving their current service provider. For further details about customer authorisations, refer to your wholesale service provider or Telstra.

1. On the Order page, click the Authorise link. The Customer Authorisation page will appear.

Authorisation Paper For Method:	n 💌		
erence Number:		Required for Verbal Recording and Other methods	
horisation Date:			
thorisation File:	Browse		
			Save

Figure 18. The Customer Authorisation page

- 2. Select the type of customer authorisation you have from the *Authorisation Method* drop list. Types available are 'Paper Form', 'Verbal Recording', and 'Other'.
- 3. Enter a *Reference Number* for the customer authorisation. For 'Verbal Recording' and 'Other' authorisation methods, this field is mandatory.
- 4. Select the Authorisation Date of the customer authorisation using the calendar tool.
- 5. Upload the relevant file (e.g. voice recording .wav file, or the electronic form etc). Click the **Browse** button. The *File Upload* window will appear. Navigate to and select the required file, and then click **Open**.
- Click the Save button. The Order page will display.
   To return to the customer authorisation page, click the Authorise link.

## Package Chain Details (Optional)

**(i)** 

If you are using the system to bill your end customers, the *Package Chain Details* will allow you to edit the *Package Chain* information. You can create discounts on all usage within the package or a set discount to apply to each of the services Access Fees within the package – these can be set as either a dollar amount or percentage. A set discount at the package level (*Discount applied each Package Period* (\$)) can also be configured.

Note: Discount on Each Service Access Fee will only apply if there are no Package
Access Fees and therefore Service Access Fees are charged instead. This discount will
not apply if fees are applied at a package level.

- 1. Enter the *Discount on Usage* if required, and select whether the discount is a percentage (%) or dollar amount (\$).
- 2. Enter the *Discount on Each Service Access Fee* if required, and select whether the discount is a percentage (%) or dollar amount (\$).
- 3. Enter the Discount applied each Package Period as a dollar amount if required.
- 4. Click the Save Chain Configuration button to save the Package Chain Details.

e Qualifications					
SQ Type	SQ Created	Status		Result	int
Telstra 3G Mobile	6 Feb 2013 15:01:36	Success	Phone Number will be alloca	ted upon connection	Finalised
nfiguring: TEST - 3G Product					
Servic	се Туре	177	Mandatory	Configure	Authorisation
Telstra 3G Mobile		Yes		Configure	Authorise
ackage Chain Details (Optiona Package Chain Information:	Chain Started:		Discount on Usage:	10 %	
			Discount on Usage: Discount on Each Service Access Fee: Discount applied each 5 Package Period (5):	10 % •	
Package Chain Information:	Chain Started:		Discount on Each Service Access Fee: Discount applied each 5		Save Chain Configuration
	Chain Started: Chain Ended:		Discount on Each Service Access Fee: Discount applied each 5		Save Chain Configuration

Figure 19. The Configuring - package page showing saved package chain details

## Submit Order

Once all the service details have been completed, submit the order to provision the service. You can optionally upload a copy of the customer's order (i.e. scanned paper form or electronic file) for easy future reference.



You will not be able to submit an order until all the required service configuration information and customer authorisation details have been entered.

- 1. To upload a copy of the customer's order, click the *Choose File* button in the *Upload Order Form* section. The *File Upload* window will appear. Navigate to, and select, the required file, and then click **Open**.
- 2. Click the **Proceed** button. The *Order* page will appear showing that the order is complete. A message at the top of the screen will display, showing, "Provisioning request has been submitted".

	Provisioning request has	been submitted	X	
r: 177171 (Customer: Nikki Dow)				
e Qualifications				
SQ Type	SQ Created	Status	Result	20
elstra PSTN (eBill)	16 Nov 2011 14:02:48	Success	PSTN 61399999999 Service available	Finalised
	A constant from a c			
is Complete				
	low are any outstanding provisioning tas	sks remaining.		
s order has been completed and submitted. Bel	20 DA DA	sks remaining.		
ris Complete sorder has been completed and submitted. Bel e new Package Subscription can now be mana Provisioning Type ö	20 DA DA	253	e Identifier Service Plan	Workflow ID

Figure 20. The Order page showing completion



If the required service configuration information has not been entered, the *Proceed* button will not be displayed. You will see an *Order Incomplete* note in its place

- The system will automatically send the provisioning request to Telstra. The system polls Telstra for the provisioning request's response and updates the *Provisioning Log* and the *Order* with any response received.
- 4. Use the *Provisioning Log* to monitor and update the status of the service order.
- 5. Once the service order has completed successfully, and the service status is Active, you can add the required data plan by added a Bolt On (see To Add a Bolt On on page 40).

## **Provisioning Log**

The *Provisioning Log* function displays information about provisioning requests and the status of services ordered. When there is any change to a service, it is reflected in the provisioning log. Responses to provisioning requests received from Telstra (depending on the service and order type) are displayed, along with confirmed information about the service.

You should use the Provisioning Log to monitor your orders to identify any processing errors and updates received from Telstra, as well as any errors encountered.



The Provisioning Log must be used to monitor your orders.

## To Display the Provisioning Log

- 1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
- 2. Locate the provisioning request in the log to determine its status and whether any processing issues have occurred.

	ual Provisioning	Orders	Migrations I	Provisioning N	ew Order	Automation (	Console								
rovisioning	Log														
	1														
Orde	er ID:							Service Identifie	51						
Account Nur	nber:							Statu	All Statuses	~					
Customer N	ame:								Running Request Pending Guarantined Completed Failed						
														Search	Cle
10 Results Fou	-17														
		Andre ID	Provisioning Type	Market Barry Barling	Chature	Service Identifier	Customer	Service Plan V	Order Cours	- Andre Course ID	Cassing Baf Ma	Coursian Obstan	Carrier Status Desc	Arting Date	Do mont D
27 Apr 2012		200554	Cancel	N/A		61 04	Brenton 'C'mstat	Telstra Mobile - Sell Service		e order source ib	Carrier Rei No	Carrier Status	Carrier Status Desc	Action bate	Request b
27 Apr 2012		0.0200.020	Cancel	N/A			Brenton 2005/02	Telstra Mobile - Sell Service							
12 Apr 2012			Create	N/A		6	Brenton 101, 111	Telstra Mobile - Sell Service		200554					
10 May 2012			Create	N/A		61 11 000005	Steven	Telstra Mobile - Sell Service	Plan ORDER	200652					
14 May 2012			Create	N/A	Completed		Steven : carona	Telstra Mobile - Sell Service		200708					
11 May 2012	243863	200698	Create	N/A	Completed	61/00111.39	Steven	Telstra Mobile - Sell Service	Plan ORDER	200698					
4 May 2012	243853	200640	Create	N/A	Completed	61/1323.006	Steven Fusions	Telstra Mobile - Sell Service	Plan ORDER	200640					
1 May 2012	243841	200625	Create	N/A	Completed	61/1364/10/106	Margrate .C.	Telstra Mobile - Sell Service	Plan ORDER	200625					
	243844	200628	Create	N/A	Completed	61	Shirley L \$2.54	Telstra Mobile - Sell Service	Plan ORDER	200628					
1 May 2012		200629	Create	N/A	Completed	61 20200006	Karer I.,	Telstra Mobile - Sell Service	Plan ORDER	200629					-
1 May 2012 1 May 2012	243645		Create							200632					
		200632	Create	N/A	Completed	61 7.10 0206	Robyr: 7 to	Telstra Mobile - Sell Service	Plan ORDER	200032					
1 May 2012	243848		Create Create	N/A N/A	Completed Completed	61 7.1: 0236	Robyn 71 - 12 Maconteh Meazin (F	Telstra Mobile - Sell Service Telstra Mobile - Sell Service	F12 F2 F62 F62 F655	200632					
1 May 2012 1 May 2012	243848 243851	200637		C10000	Completed	6143.000.006		A REAL PROPERTY AND A REAL PROPERTY A REAL PROPERTY AND A REAL PROPERTY A REAL PROPERT	Plan ORDER						
1 May 2012 1 May 2012 4 May 2012	243848 243851 243852	200637 200638	Create	N/A	Completed Completed		Macorrets Meaning	Telstra Mobile - Sell Service	Plan ORDER Plan ORDER	200637					
1 May 2012 1 May 2012 4 May 2012 4 May 2012	243848 243851 243852 243836	200637 200638 200617	Create Create	N/A N/A	Completed Completed Completed	6143.Jack 206	Maconsek Massini ( Robyni i Jaco	Telstra Mobile - Sell Service Telstra Mobile - Sell Service	Plan ORDER Plan ORDER Plan ORDER	200637 200638					
1 May 2012 1 May 2012 4 May 2012 4 May 2012 30 Apr 2012	243848 243851 243852 243836 243840	200637 200638 200617 200624	Create Create Create	N/A N/A N/A	Completed Completed Completed Completed	6143.225.206 614	Miktoresh Massimi i Robyni Jacov Shirley Melwev	Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service	Plan ORDER Plan ORDER Plan ORDER Plan ORDER	200637 200638 200617					
1 May 2012 1 May 2012 4 May 2012 4 May 2012 30 Apr 2012 1 May 2012	243848 243851 243852 243836 243840 243849	200637 200638 200617 200624 200624	Create Create Create Create	N/A N/A N/A N/A	Completed Completed Completed Completed Completed	6143.000.006 614 6142001.0006	Macorosh Maarin I Robyn I Jaco Shirley 1 Galaca Margrate I Jacob	Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service	Plan ORDER Plan ORDER Plan ORDER Plan ORDER Plan	200637 200638 200617					
1 May 2012 1 May 2012 4 May 2012 4 May 2012 30 Apr 2012 1 May 2012 4 May 2012	243848 243851 243852 243836 243840 243849 243837	200637 200638 200617 200624 200624 200629	Create Create Create Create Cancel	N/A N/A N/A N/A N/A	Completed Completed Completed Completed Completed Completed	6141.004.006 614 614211.0006 61420206000	Macometrativasional Robyn Lease Shirtey Medicase Margrate Leases Margrate Leases	Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service Telstra Mobile - Sell Service	Plan ORDER Plan ORDER Plan ORDER Plan ORDER Plan ORDER Plan ORDER	200637 200638 200617 200624					
1 May 2012 1 May 2012 4 May 2012 30 Apr 2012 1 May 2012 4 May 2012 1 May 2012 1 May 2012	243848 243851 243852 243836 243840 243849 243837 243838	200637 200638 200617 200624 200624 200619 200619	Create Create Create Create Cancel Create	N/A N/A N/A N/A N/A N/A	Completed Completed Completed Completed Completed Completed	6141.004.006 614 6143111.0006 61420200300 614041	Macorosh Masimi E Robyni Janua Shirley (165000 Margrate Janua) Margrate Satuan Shirley (1, 5, 5)	Telstra Mobile - Sell Service Telstra Mobile - Sell Service	Plan ORDER Plan ORDER Plan ORDER Plan ORDER Plan ORDER Plan ORDER	200637 200638 200617 200624 200619					

Figure 21. The *Provisioning Log* page

## Search

You can locate a particular provisioning request by using the *Search* function. The following fields can be used to search:

- Order ID
- Account Number
- Customer Name
- Service Identifier
- Status

## **Provisioning Types**

Provisioning Type	Description
Create	A new service provisioning request submitted to Telstra
Refresh	A previous request was refreshed (e.g. if a SQ was over 10 hours etc.)
Change	This will usually mean the service was suspended or barred; or re-enabled
Cancel	A request to cancel an existing service
Feature	A request to make modifications to a service's features
Migrate	This will usually mean a service migration has been requested (e.g. plan change)

There are six provisioning, or request, types described below:

## **Provisioning Request Status**

Provisioning Requests may have one of the statuses described below:

Status	Meaning
New	The order has been created and submitted to Telstra
Request Pending	Telstra has acknowledged the request, pending completion
Quarantined	Something unexpected occurred that requires investigation
Completed	The request has been completed by Telstra
Failed	The request failed
Cancelled	The request was cancelled prior to completion

## **Orders List**

The *Orders* page lists all complete and incomplete orders, and allows you to view the order details. This is most commonly used to continue or complete an incomplete order e.g. if a SQ has been performed previously and now you have collected the customer's details and authorisation to proceed with the order.

## To Display the Orders list

1. Select **Services** > **Orders** from the menu. The *Orders* page will display.

	oning Orders Migrati	ons Provisioning New Order	Automation Console		
Orders 🕦					
Order Number:					
Customer Name:		0			
Package Identifier:					
Status: All	~				
					Search
32 Results Found					
ID	Created	Created By 🗸	Customer	Package	Status
200638		Emersion Support	Robyn Pearce	Telstra Mobile - Sell Package Plan	Order Completed
				-	
200640		Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
200644	7 May 2012 14:57:16	Emersion Support	Cheryl Barnett	Telstra Mobile - Sell Package Plan	Order Completed
200645	7 May 2012 15:01:35	Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
200646	7 May 2012 15:10:03	Emersion Support	Malcom Williams	Telstra Mobile - Sell Package Plan	Order Completed
200647		Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
200650		Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
200652		Emersion Support	Steven Pettiona	Teistra Mobile - Sell Package Plan	Order Completed
00698	11 May 2012 15:14:59	Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
00706		Emersion Support	Steven Pettiona	Telstra Mobile - Sell Package Plan	Order Completed
00707		Emersion Support	Malcom Williams	Telstra Mobile - Sell Package Plan	Order Completed
00101					

Figure 22. The Orders page

## Search

You can locate a particular order by using the *Search* function. The following fields can be used to search:

- Order Number
- Customer Name
- Package Identifier
- Status

## To Display an Order

- 1. Click the **Order ID** of the required order in the list. The *Order* page will display.
- 2. If you select a *Complete* order, the system will display the order details.

SQ Type	SQ Created	Status	Result	
Telstra 30 Mobile	11 May 2012 15:21:51	Success	Phone number 04090 (Loug) successfully chosen.	Finalised
order has been completed and submitt	ed. Below are any outstanding provisioning task	s remaining.		
is order has been completed and submitt		is remaining.		
is order has been completed and submitt e new Package Subscription can now b		is remaining.		
r is Complete is order has been completed and submitt e new Package Subscription can now br esuits Found Provisioning Type	e managed.	is remaining.	Service Identifier Service Plan	Workflow ID

Figure 23. The Order page showing a completed Mobile service order

3. If you select an *Incomplete* order, the system will display the order details at the point in the order process it was previously exited e.g. select a customer, configure service, or enter customer authorisation.

If the service has not been configured, the Order page will show Order Incomplete.

You must complete the required order details (i.e. Configure and Authorise) and click the **Proceed** button to submit the order.

SQ Type	SQ Created Statu	-	Result		
Telstra 3G Mobile	6 Feb 2013 15:01:36 Success	Phone Number will be all			Finalised
nfiguring: TEST - 3G Product					
Service T	rpe	Mandatory	Configure	Authoris	ation
Telstra 3G Mobile	Yes		Configure	Authorise	
		Service Access Fee: Discount applied each Package Period (\$):		Save Chain Configuratio	n 🕕
pload Order Form					
oload Order Form: Choose File No file	chosen 🚯				
der Completion					
	nfiguration.			Order Incomplete	
ome aspects of your order require co ease complete this by either configu	ing or authorising your orders abov	e.			

Figure 24. The Order page showing an incomplete Mobile service order

## Service Management

The Service Management module allows you view all details of a customer's service, or a service subscription. A service subscription is simply an instance of a service plan that has been sold to a customer. The service plan is the object that controls the billing parameters of a particular service type.

## To Display a Service Subscription

There are a number of ways to display a service subscription:

## From the Customer record

- 1. Select **Customers** > **Customer List** from the menu. The *Customer List* page will display showing all existing customers.
- 2. Locate the required customer and click either the **Account Number** or **Customer Name** link in the list. The *Customer* page will display showing the account information summary.
- 3. Select the **Service Subscriptions** tab on the *Customer* page. The *Service* page will display showing a list of the customer's services.
- 4. Click the required **Service ID** or the Service Identifier link in the list.

## From the Services list

- 1. Select **Services** > **List All** from the menu. The *Service* page will display showing all existing services.
- 2. Locate the required service using the *Search* function or page navigation.
- 3. Click the Service Identifier link of the required customer's service.

### From the Provisioning Log

- 1. Select **Services** > **Provisioning** from the menu. The *Provisioning Log* page will display.
- 2. Locate the required service request using the Search function or page navigation.
- 3. Click the Service Identifier link of the required service request.

## **Service Details**

The Service Details page allows you to view and manage active services.

Service ED0/170	Start Date: 28 Jul 2012	
Subscription ID:	End Date:	
Service ID: 1010 19		
Service Identifier: 61467, 37-33	Status: Active	
		View Usage
Service Type: Telstra 3G Mobile	Transfer Type: NEW	
Service Plan: Test 3G Plan		
Current Service 01-Feb-2013 - 01-Mar-2013	Authorisation Date: 28 Jul 2012	
Subscription Billing	Authorisation Type: Other	
Period:	Authorisation Bb	
Package #74147	Reference:	
Subscription ID:		View Service & Equipment
	View Package Subscription	<u> </u>
Package Plan: TEST - 3G Product		
Configuration Feature / Barring Management Manage Bolt Ons B	Bolt On History Manage Rate Overrides Cancel Subscription Service Identifiers Subscription Notes Provisioning L	ogs Subscription Period History
Service Properties		
Choose an Action: View Service		
By default the property sections are compressed - click the panel name, o	nr the bourdless to expand/compress these actions	
These properties will expand by default if you choose the edit service action	on.	
-Q Service Details		
-Q Configuration-		
Conliguration		
-Q Network Settings-		
-Q Network Settings-		

### Figure 25. The Service Details page

Generic service details are displayed at the top of the screen, including:

- Service Subscription ID
- Service ID
- Service Identifier
- Service Type
- Service Plan
- Current Service Subscription Billing Period
- Package Subscription ID
- Package Plan
- Start Date of the service subscription
- End Date i.e. if the service was cancelled
- Status this will include information if the service has been suspended or disconnected
- Transfer Type (i.e. Churn or New)
- Authorisation Type
- Authorisation Reference.

These service details cannot be modified.

From the Service Details page's generic details area, you can perform a number of actions:

	View Usage	displays the service usage, such as calls made or data used etc
$\succ$	View Service & Equipment	displays any service & equipment charges
	View Package Subscription	displays the package subscription details and allows you to edit package chain information, add a contract, and migrate the package (see the <i>Package and Plan Management User</i> <i>Manual</i> for more information about these functions).

A number of tabs are available below the generic details that allow you to view and manage the service, as follows:

	Configuration	display and manage the service properties and configuration
$\succ$	Feature / Barring Management	manage service features and call barring options
$\succ$	Mange Bolt Ons	add and manage data Bolt Ons
$\succ$	Bolt On History	view the bolt on history logs
$\succ$	Manage Rate Overrides	manage service plan custom rate overrides
$\succ$	Cancel Subscription	cancel the service subscription
$\succ$	Service Identifiers	view the system service identifiers
$\succ$	Subscription Notes	view and add notes related to the service
	Provisioning Logs	displays information about all provisioning requests on the service and their status
	Subscription Period History	displays a list of billing periods created for the service subscription.

## Configuration

The *Configuration* tab shows the service properties and configuration. By default, the service property sections are compressed. To display the details, click each panel name to expand or compress these details. The properties available are:

- Service Details displays the service identifier, which is the MSN
- Configuration displays the SIM Number and SID
- Network Settings

displays the IMSI, HLR, Call Forward Diversion Number, Vanity Identifier, Mobile Authentication DOB, Losing Account and Reference number.

Configuration Feature / Barring Management Manage Bolt Ons Bolt On History Manage Rate Overrides Cancel Subscription Service Identifiers Subscription Notes Provisioning Logs Subscription Period History
Service Properties
Choose an Action: View Service
By default the property sections are compressed - click the panel name, or the hourglass to expand/compress these actions.
by default the property sections are compressed s thick the partie manne, or the nonrigides to expand compress these actions. These properties will expand by default if you choose the edit service action.
- Q Service Details-
Identifier: 6:40773.+63
SIM Number: 733uuusia SID:
Retwork Settings
IMSI:
HLR.
Call Forward Diversion Number:
Vanity Identifier: L Iaptop test
Mobile 7 Feb 2013 Authentication DOB:
Losing SP Account Ref #:
Retwork Settings
Temporary Status:
rempirary unaus.

Figure 26. The Service Details page showing the Service Properties section

## **Service Actions**

From the Service Properties on the *Configuration* tab, you can perform a number of actions on the service:

$\succ$	View Service	view the service properties, which is the default action
$\succ$	Edit Service	update the service properties information, and change the MSN
	Replace SIM	replace the SIM on the Mobile service e.g. if it was lost or is not working
$\succ$	Create Service Fault	lodge a service fault with Telstra on the Mobile service
	Temporarily Suspend	temporarily suspend the service e.g. if the customer's phone has been lost or stolen
	Temporarily Disconnect	temporarily disconnect the service e.g. for credit management purposes
	Reactivate	re-activate the service if it had previously temporarily suspended or temporarily disconnected
	Query PUK	obtains the personal unlocking key set against this service e.g. if the customer has entered their SIM password incorrectly

To perform any of the above actions, select the required action from the *Choose an Action* drop list under the *Service Properties* section heading.

## **Edit Service Properties**

1. Select *Edit Service* from the *Choose an Action* drop list. The *Service Properties* fields will be enabled for editing.

Configuration Feature / Barring Management Manage Boit Ons Boit On History Manage Rate Overrides Cancel Subscription Service Identifiers Subscription Notes Provisioning Lo	gs Subscription Period History
Service Properties	
Choose an Action: Edit Service	
By default the property sections are compressed - click the panel name, or the hourglass to expand/compress these actions. These properties will expand by default if you choose the edit service action.	
r Service Details-	
Identifier 6x407707-x83	
* PIN: 1234	
User Verification Password:	
-Network Settings	
Vanity Identifier:	
Network Settings	
Temporary Status:	
	Save
	Cancel

Figure 27. The Configuration tab showing the Service Properties fields enabled for editing

- 2. To change the MSN, see the Change MSN section below.
- 3. Enter or update the other service property fields, as required.
- 4. Click the Save button.

### **Change MSN**

- 1. Select *Edit Service* from the *Choose an Action* drop list. The *Service Properties* fields will be enabled for editing.
- 2. Click on the *Identifier* field in the *Service Details* section. The *Change MSN for service* window will appear.

teria		
* MSN Prefix:		
MSN Suffix:		
	All Numbers	
	O Premium Numbers	
	O Non-Premium Numbers	
		Query
		Cancel

Figure 28. The Change MSN for service window

- 3. Enter a 4-digit *MSN Prefix* to search for a particular range of numbers. You must enter a prefix for the search to complete successfully.
- 4. If required, enter a *MSN Suffix*. The *MSN Suffix* allows wildcard characters, such as an asterisk ('\*'), to be entered.

You can enter all 6 numbers in the MSN Suffix field to search for a particular MSN.

- 5. Select the type of numbers to search for by selecting an *All Numbers*, *Premium Numbers* or *Non-Premium Numbers* option button.
- 6. Click the **Query** button to initiate the search. The system will interact with Telstra's system to obtain a list of MSNs that match the search criteria entered. Note that this make take a few moments.
- 7. Once the system has received a response from Telstra, the Available Numbers will display.

* MSN Prefix	0499			
MSN Suffix		10		
	All Numbers     Premium Numbers     Non-Premium Numbers			
			Query	
			Cancel	
	sn	Premium Numl	ber Code	
	sn 🛛	Premium Huml	ber Code	
M	SH	Premium Huml		
M	SII	Premium Numl	0	
M 0499778374 0499778375	SH	Premium Huml	0	
M 0499778374 0499778375 0499778402 0499778403	SH	Premium Huml	0 0 0	
M 0499778374 0499778375 0499778402 0499778403	SH	Premium Huml	0 0 0	
M 0499778374 0499778375 0499778402 0499778403 0499778405	SH 	Premium Huml	0 0 0 0	
M 0499778374 0499778375 0499778402 0499778403 0499778406	SH	Premium Huml	0 0 0 0	
<ul> <li>0499778374</li> <li>0499778375</li> <li>0499778402</li> <li>0499778403</li> <li>0499778406</li> </ul>	511	Premium Huml		

Figure 29. The Change MSN for service window showing Available Numbers

8. Click the radio button beside the required number to change the current MSN to in the list.

Premium numbers attract additional charges (i.e. if the MSN chosen shows *SL1* or *Gold1* in the *Premium Number Code* column)

- 9. Click the Fee incurred check box to charge the customer for the change of MSN.
- 10. Click the **Proceed** button.

11. If you clicked the *Fee incurred* check box, the *Change MSN* window will update to show the price fields.

* MSN Prefix	: 0499	
MSN Suffix	: []	
	O All Numbers	
	O Premium Numbers	
	Non-Premium Numbers	
		Query
		Query
urchase Detai	ls	
urchase Detai	Is	
urchase Detai	ls	
		Cancel
urchase Detai Transaction Date:		Cancel
Transaction Date:		Cancel
Transaction Date: Total (inc Tax):	5 Jun 2012	Cancel
Transaction Date: Total (inc Tax): Tax Type:	5 Jun 2012	Cancel
Transaction Date: Total (inc Tax): Tax Type:	5 Jun 2012 110 Australian CST 💌	Cancel
Transaction Date: Total (inc Tax): Tax Type: * Actual Value	5 Jun 2012 110 Australian CST 💌	Cancel

Figure 30. The *Change MSN* window showing the price fields

- a. The system will examine the price set up (i.e. on the *change number product* held in the product information) and show the details in the price fields.
- b. If required, enter or update the price in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount.*

Alternately, enter the price in the Actual Value (ex Tax) field. The system will automatically calculate the price Total (inc tax) and the Tax Amount.

- c. Select the Tax Type applicable in the drop list. By default, this is set to 'Australian GST'.
- d. Enter a Description, as required.
- e. Click the **Process** button.
- 12. The system will automatically send the change MSN request to Telstra and update the service. The MSN selected will be confirmed by Telstra once the request is processed

The system polls Telstra for the change MSN request's response and updates the *Provisioning Log* with the responses received. Monitor the provisioning log for any updates on the selected MSN's availability.

## **Replace SIM**

1. Select Replace SIM from the Choose an Action drop list. The Replace SIM window will appear.

e the form beic	w to facilitate a SIM swap w	ith the service 0499778 .c
SIM Card Type:	Select a Product	
		Process
		Cancel

Figure 31. The Replace SIM window

2. Select the *SIM Card Type* from the drop list. The list may include *Inventory* and / or *Non Inventory* SIM card types. The *Replace SIM* window will update to show additional fields.

SIM Card Type:	Sim Card - Inventory - Branded	
M Details		
SIM Number:		
	Please select a SIM Card from the inventory.	
	Search	
SIM	Please select replacement reason 💌	
Replacement Reason:		
Notes:		
	New SIM is chargeable	
	Process	
	Cancel	

Figure 32. The Replace SIM window expanded

3. Enter the *SIM Number* to allocate to this service.

If you selected an *Inventory SIM Card Type*, the **Search** button will appear below the *SIM Number* field.

a. Click the **Search** button to select a SIM number from a list of available SIMs. The *Search SIM Inventory* window will appear.

		Go
	U.	
Price	ТАХ	Select
10	inc Tax	
1	ſ	50 100 150 200
	10 10 10 10 10 10	10         inc Tax           10         inc Tax

Figure 33. The Search SIM Inventory window

- b. To search for a particular SIM, enter part or all of the SIM number in the *SIM Number* field, and then click the **Go** button. The window will update and show all SIMs that match the number entered.
- c. Click the check box beside the required SIM in the Select column.
- d. Click the **OK** button.
- e. The selected SIM will appear in the SIM Number field on the Replace SIM window.
- 4. Select the reason for replacing the SIM from the *SIM Replacement Reason* drop list. Options include:
  - Damaged Chip
  - Damaged Plastic
  - Early Life Failure Replacement
  - Failed Card
  - Lost Card / Handset
  - Stolen Card / Handset.
- 5. Enter any Notes as required (e.g. any customer specific information etc).
- 6. Click the New SIM is chargeable check box to charge the customer for the replacement SIM.
- 7. Click the **Process** button.

8. If you clicked the *New SIM is chargeable* check box, the *Replace SIM* window will update to show the price fields.

SIM Card Type:	Sim Card - Inventory - Brand	ded 💌	
IM Details			
SIM Number:	783905		
	Search		
SIM	Damaged Chip	~	
Replacement Reason:	N		
Notes:	test		
	New SIM is chargeable		
Transaction	5 Jun 2012		
Date:			
Total (inc Tax):	11		
Tax Type:	Australian GST 💌		
* Actual Value	10		
(ex Tax):			
Tax Amount:	1		
Description:			
			Process
			Cancel

Figure 34. The Replace SIM window with price fields

- a. If required, enter or update the price of the SIM in the *Total (inc Tax)* field. The system will automatically calculate the price *Actual Value (ex Tax)* and *the Tax Amount*.
   Alternately, enter the price of the SIM in the *Actual Value (ex Tax)* field. The system will
  - Alternately, enter the price of the SIM in the Actual Value (ex Tax) field. The system will automatically calculate the price Total (inc tax) and the Tax Amount.
- b. Select the *Tax Type* applicable to the SIM in the drop list. By default, this is set to 'Australian GST'.
- c. Enter a *Description*, as required.
- d. Click the **Process** button.
- 9. The system will automatically send the SIM replacement request to Telstra and update the service.

The system polls Telstra for the SIM replacement request's response and updates the *Provisioning Log* with the responses received.

## **Create Service Fault**

1. Select Create Service Fault from the Choose an Action drop list. The Create service fault for service window will appear.

Contact Name:			
* Contact Number:			
First Observed:			
Location Desc.:			
* Map Name:			
* Map Ref:			
* Model:			
Number Called:			
* Number Calling:		1	
* Number Prev. Occurances:			
occurances.	Reported Before		
* Reported By:			
	Service is working		
* Issue Type:	Please select	*	
* Note:			
			ОК

Figure 35. The Create service fault for service window

- 2. The Contact Name field will default to your wholesaler's name
- 3. The *Contact Number* field will default to your wholesaler's contact number.
- 4. Enter the date the fault was first detected in the *First Observed* field. A calendar tool will appear to allow you to select the required date.
- 5. Enter the description of the location the fault occurred in the *Location Desc* field.
- 6. Enter the map type or name the location refers to in the *Map Name* field (e.g. Melways etc).
- 7. Enter the map referenced in the location in the Map Ref field (e.g. map 156, K6).
- 8. Enter the customer's phone handset make and model in the *Model* field.
- 9. Enter the number the customer was attempting to call from their Mobile service when the fault occurred in the *Number Called* field.
- 10. Enter the number the phone number that was attempting to call the customer's Mobile service when the fault occurred in the *Number Calling* field.
- 11. Enter the number of times the fault has been observed in the Number Prev Occurrences field.
- 12. Tick the *Reported Before* check box if the fault has previously been report to Telstra.
- 13. Enter the name of the user or customer reporting the fault in the Reported By field.
- 14. Tick the *Service is working* check box if the Mobile service is working other than the fault being reported (i.e. able to receive and make calls).

- 15. Select the type of fault from the *Issue Type* check box. Fault types available include:
  - Call drop outs
  - Coverage
  - MMS or Internet fault (GPRS)
  - Messagebank Problem
  - Mobile originated call problem
  - Mobile terminated call problem
  - Network enquiry
  - No progress both ways
  - Other
  - Poor transmission
  - No signal/service
  - Validation
  - WAP Error (GPRS)
- 16. Enter other details about the fault in the Note field.
- 17. Click the **OK** button. The system will automatically send the Service Fault to Telstra for attention. The system polls Telstra for the Service Fault's response and updates the *Provisioning Log* on the *View Service Subscription* page with the responses received.

## **Temporarily Suspend Service**

1. Select *Temporarily Suspend* from the *Choose an Action* drop list. The *Temporary Suspension of Service* window will appear.

	Please select	*	
uspension:			
Note:			
			ОК

Figure 36. The *Temporary Suspension of Service* window

- 2. Select the reason for suspending the service from the *Reason for suspension* drop list. Reasons available include:
  - Lost or Stolen
  - Customer Requested
- 3. Enter any information required in the *Notes* field.
- 4. Click the **OK** button. A message will display at the top of the page informing that the temporary suspension request is provisioned.

The system will automatically send the suspension request to Telstra for attention. The system polls Telstra for the suspension request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

5. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. An additional line will appear below the *Status* information.

vice Subscription 514610 ID:	Start Date: 24 May 2012	
Service ID: 387210	End Date:	
Service Identifier: 041881	Status: Active	
	'This service is temporarily suspended/disco	nnected.
Service Type: Telstra 3G Mobile		View Usage
Service Plan: Telstra 3G Mobile - Sell Service Plan	Transfer Type: NEW	
Current Service 01-Jun-2012 - 01-Jul-2012	Authroisation Date: 24 May 2012	
bscription Billing Period:	Authorisation Type: Other	
Package 469942	Authorisation B	
Subscription ID:	Reference:	
	View Package Subscription	View Service & Equipmer



## **Temporarily Disconnect Service**

1. Select *Temporarily Disconnect* from the *Choose an Action* drop list. The *Temporary Disconnection of Service* window will appear.

* Reason for	Please select	*	
isconnection:			
Note:			
		[	ОК
		ſ	Cancel

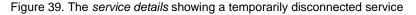
Figure 38. The *Temporary Disconnection of Service* window

- 2. Select the reason for disconnection the service from the *Reason for disconnection* drop list. Reasons available include:
  - Temporary Disconnection
- 3. Enter any information required in the Notes field.
- 6. Click the **OK** button. A message will display at the top of the page informing that the temporary disconnection request is provisioned.

The system will automatically send the disconnection request to Telstra for attention. The system polls Telstra for the disconnection request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

7. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. An additional line will appear below the *Status* information.

ervice Subscription 51,610	Start Date: 24 May 2012		
ID:	End Date:		
Service ID: 387210	Status: Active		
Service Identifier: 0418812	'This service is temporarily suspended/disconnected.		
Service Type: Telstra 3G Mobile		View Usage	
Service Plan: Telstra 3G Mobile - Sell Service Plan	Transfer Type: NEW		
Current Service 01-Jun-2012 - 01-Jul-2012 Subscription Billing	Authroisation Date: 24 May 2012		
Period:	Authorisation Type: Other		
Package 469942 Subscription ID:	Authorisation B.		
Subscriptor Hz.	Reference: View Package Subscription	View Service & Equipment	



#### Reactivate a Service

Services that are either temporarily suspended or temporarily disconnected can be reactivated e.g. if the customer finds their phone or pays their outstanding balance etc.

1. Select *Reactivate* from the *Choose an Action* drop list. The *Reactivation of Service* window will appear.

* Reason for	lease select	~
econnection:		
Note:		
		rang.
		ок

Figure 40. The Reactivation of Service window

- 2. Select the reason for reactivating the service from the *Reason for reconnection* drop list. Reasons available include:
  - Customer Request
  - New / Replacement Handset
  - Phone Recovered
- 3. Enter any further information required in the Notes field.
- 4. Click the **OK** button. A message will display at the top of the page informing that the reactivation request is provisioned.

The system will automatically send the reactivation request to Telstra for attention. The system polls Telstra for the request response and updates the *Provisioning Log* on the *View Service Subscription* page with the updates received.

8. Refresh the page by clicking the **Reload** link in the message at the top of the page. The service details page will be updated. The suspended or disconnected line will no longer appear below the *Status* information.

## Query PUK

1. Select *Query PUK* from the *Choose an Action* drop list. The system will send the PUK query to Telstra. Once the response has been received, the *Querying PUK for service* window will appear.

uerying PUK for service 61428".	
SIM:	
PUK:	
	ОК

Figure 41. The *Querying PUK for service* window

- 2. Review the *SIM* and *PUK* information displayed.
- 3. Click the **OK** button to dismiss the *Querying PUK for service* window.

#### Feature / Barring Management

The *Feature Barring Management* tab allows you to add service features such as Voicemail, International Roaming, Premium SMS limit, and Calling Number Display to the mobile service, as well as barring options such as Bar GPRS, Bar Premium SMS etc. For specific product information about these service features and barring options, please refer to your wholesale service provider or Telstra.

#### **Service Features**

Service features already set up on the service will appear in the *Edit Service Features* section below the *Add Service Feature* area.

Configuration Feature / Barring Management Manage Bolt Ons Bolt On History Manage Rate Overrides Cancel Subscription Service Identifiers Subscription Notes Provisioning Log	s Subscription Period History								
Add Service Features									
Select New Select  Unallocated Feature: Identifier: Diversion Number: Quantity: 1 Note: If a feature is not listed in the dropdown above, it is probably already installed. You can configure it below.	Add Feature To Service								
	Add Feature To Service								
Only active subscriptions will show here. To add a new one, use the form above. To turn a feature or service barring option off, choose 'Disable' or untick the option and save it. It will disappear from the below options.									
Edit Service Features									
- De-provision Roaming, Identifier, N/A-									
Olick to view feature information									
De-provision Roaming									
Feature Cost: \$0 (\$0 tax)									
Back to top	Save								

Figure 42. The Feature / Barring Management tab showing the Add and Edit Service Features sections

#### To Add a Service Feature

- 1. On the *Feature / Barring Management* tab, select the required new feature from the *Select New Unallocated Feature* drop list. The list will contain all available service features that are not already set up on the service. If a feature is not listed in the list, it is probably already set up on the service.
- 2. Depending on the feature selected, enter the feature's identifier in the *Identifier* field (e.g. for *Voicemail*, you would enter the PIN).
- 3. Enter the feature's *Diversion Number*, if required.
- 4. Click the **Add Feature to Service** button. The selected feature will display in the *Edit Service Features* section.
- 5. Click the **Save** button.

#### **Barring Options**

Barring options already set up on the service will appear in the Add Barring Options section, below the Add Service Features section.

Select New Barring	Select 💌	
Option:		
Identifier.		
Quantity:	1	
Note: if a se	ervice barring option is not listed in the dropdown above. It is probably already activated. You can disable it below.	
		Add Barring Option To Service
nly active subscription turn a feature or se	ons will show here. To add a new one, use the form above. ervice barring option off, choose 'Disable' or untick the option and save it. It will disappear from the below options.	
dit Service Bar		
Normal Call Barni	ng, Identifier: N/A	
Click to y	iew feature information	
	Call Barring - Operator	
	Call Barring - Sperator	
	Call Barring - Bar STD, IDD	
	Call Barring - Bar Value Added Services	
	Call Barring - Local Only	
	Call Barring - Special only TD	
	Call Barring - Bar 190, Value Added + IDD	
Alternate Call Bar	ning, Identifier: N/A	
Click to v	/ew feature information	
	O Alternate Call Barring - Operator	
	C Alternate Call Barring - Bar IDD	
	C Alternate Call Barring - Bar STD, IDD	
	C Alternate Call Barring - Bar Value Added Services	
	C Alternate Call Barring - Local Only	
	C Alternate Call Barring - Special only TD	
	Alternate Call Barring - Bar 190, Value Added + IDD	
-Call Forward, Ider	tider N/A	
	Call Forward - Unconditional	
	Call Forward - No Reply	
	Call Forward - Busy	
	© Disable	
-Bar Premium SM	S Mantfor N/A	
	iew feature information	
Calck to v	We Bar Premium SMS	
122 100 20		
Feature	Cost \$0 (\$0 tax)	
		Save
Back to top		

Figure 43. The Feature / Barring Management tab showing the Barring Options section

#### To Add a Barring Option

- 1. On the Feature Barring Management tab, select the required barring option from the Select New Barring Options drop list. The list will contain all available barring options that are not already set up on the service. If an option is not listed in the list, it is probably already set up on the service.
- 2. Depending on the option selected, enter the identifier in the *Identifier* field.
- 3. Click the **Add Barring Option to Service** button. The selected barring option will display in the *Edit Service Barring Options* section.
- 4. Click the **Save** button.

## Manage Bolt Ons

The *Manage Bolt Ons* tab allows you to add and manage Bolt Ons on the mobile service. Bolt Ons control the data plans associated with the service (e.g. the data pack's access fee, amount of data included and the price per kilobyte charged when the usage exceeds the include amount of data). For further information about Bolt Ons, please refer to the Packages and Plan User Manual.

	Bolt ons	can	only	be	added	to	Active	services	i.e.	once	service	provisioning	has
<b>()</b>	complete	d suc	cess	fully									

BoltOn Plan Internal Name	BoltOn Plan External Name	Category	Start Date	End Date	Status	
150Mb mobile Data	3G 150Mb Mobile Data	Mobile Data	5 Oct 2012 17:10:	14	Active	Cancel
1						

Figure 44. The Manage Bolt On tab showing the service bolt on

### To Add a Bolt On

1. Click the **Manage Bolt Ons** tab. The system will show the *Bolt On table* showing any existing Bolt Ons associated with the service.

If no bolt on is associated with the service, the table will show the text, "Noting Found".

Configuration	Feature / Barring Management	Manage Bolt Ons	Bolt On History	Manage Rate Overrides	Cancel Subscription	Service Identifiers	Subscription Notes	Provisioning Logs	Subscription Period Histe	bry
ID♥	BoltOn Plan Inte	ernal Name		BoltOn Plan Exte	ernal Name	Category	/ Start D	ate End	I Date Status	
	Nothing Found									
5					1					
									Activate a New Bo	alt-On

Figure 45. The Manage Bolt On tab showing no Bolt Ons associated with the service

2. Click the **Activate a New Bolt-On** button. The *Activate a new Bolt On* section will appear displaying the available Bolt Ons associated with the service plan.

ID∛	BoltOn Plan Internal Name	BoltOn Plan External Name	Cate	gory Start	Date End f	Date	Status	
		Nothing Found						
0		1						
			Activate	a new BoltOn				
			2 Results F	ound				
			BoltOn Id	BoltOn Internal Name	BoltOn External Name	Access Fee	PerUse Fee	
			102000	3G 150Mb mobile Data	3G 150Mb Mobile Data	\$0 Per Month	\$O	0
				TW 3G - 800MB Data Pack	TW 3G - 800MB Data Pack	\$ Per Hour	\$0	0
					1	50	100 150	200
					Cancel New B	oltOn Add	Selected B	olt-On

Figure 46. The Manage Bolt On tab showing the Activate a new Bolt On section

- 3. Click the option button beside the required bolt on in the list.
- 4. Click the **Add Selected Bolt-On** button. The system will show the selected bolt on in the *Bolt On table*. The system will automatically send the data bolt on provisioning request to Telstra.

The system polls Telstra for the provisioning request's response and updates the *Bolt On Status* once a response is received.

#### To Remove a Bolt On

1. Click the **Manage Bolt Ons** tab. The system will show the *Bolt On table* showing the existing Bolt Ons associated with the service.

ID∛	BoltOn Plan Internal Name	BoltOn Plan External Name	Category	Start Date	End Date	Status	
845 3G 150N	Mb mobile Data	3G 150Mb Mobile Data	Mobile Data	5 Oct 2012 17:10	:14	Active	Cancel

Figure 47. The Manage Bolt On tab showing the existing service bolt on

2. Click the **Cancel** link in the *Status* column of the *Bolt On* table. The system will display a message prompting you to confirm that you wish to cancel the bolt on.

Confirm Cancellation	>
Are you sure you wish to ca You can only activate a new same tariff when the previou cancelled.	bolt on on the
*Upon cancelling a bolt on, yo up to ten minute (or when th Cancelled, instead of Pending you can activate another on t	ne status is Cancellation) before

Figure 48. The Confirm Bolt On Cancellation message

3. Click the **Yes** to confirm the cancellation of the bolt on. The status of the bold on in the *Bolt On table* will show as 'PendingProvCancel'. The system will automatically send the cancel data bolt on provisioning request to Telstra.

The system polls Telstra for the provisioning request's response and updates the *Bolt On Status* once a response is received.



To change the data plan bolt on, you must first remove the existing Bolt On, and then add the new Bolt On required.

#### **Bolt On History**

The *Bolt On History* tab allows you view a history of all Bolt Ons added and removed from the mobile service.

The *Prior Bolt On Changes* table shows all Bolt Ons that have been associated with the service, including the *Start Date* that the Bolt On was provisioned on the service, as well as the *End Date* if the Bolt On has been removed. If there is no End Date, then that Bolt On is still active against the service.

	Configuration	Feature / Barring Management	Manage Bolt Ons	Bolt On History	Manage Rate Overrides	Cancel Subscription	Service Identifiers	Subscription Notes	Provisioning Logs	Subscription Period History
	Prior BoltO	n Changes								
	1 Results Four	nd								
	ID∛		BoltOn Plan			Category		Start Date		End Date
1	22845	3G 150Mb Mobile Data			Mobile Data	category	1	Start Date	5 Oct 2012 17:10:	1
1						1				
										50 100 150 200
UL										

Figure 49. The Bolt On History tab

### Manage Rate Overrides

A custom rate allows you override the default rate as set in the Service Plan's Rate Card for the Mobile service. For example, if your customer calls a particular destination often, and you wish to give them a special rate for those calls, but for all other calls, you wish to retain the standard rate set up in your plan. The *Manage Rate Override* tab allows you to override that rate for this specific customer's service without affecting your other customers and their service rates. You can also view the Mobile service *Tariff Structure Hierarchy*.

Configuration	Feature / Barring Management	Manage Bolt Ons	Bolt On History Manage Rate Overrides	Cancel Subscription	Service Identifiers	Subscription Notes	Provisioning Log	Subscription Period History
Custom Rate 0	Override							
Add a Rate	to this Rate Override 🕕							
Time T	able: None 💌	Select Tariff:	Select					
Tariff Str	ructure Hierarchy							
1 Results Foun	ıd							
Tariff ID ¥	Tariff	Profile	How Tariff is Billed	Time Band	Tiered Rate	Tax	In Cap Valid I	Date Option
464877	Call Group (Hotline 5)	Passthrough	This rate is set to Passthrough.	N/A		Australian GST	No	View Edit Delete
				1				20 50 100 150 200

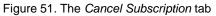
Figure 50. The Manage Rate Overrides tab

For information about setting and updating Rates and Time Tables, refer the *Packages and Plans Management User Manual*.

### **Cancel Subscription**

The *Cancel Subscription* tab may allow you to cancel the service, depending on the package and plan rules set up. If the service is mandatory, a message will display advising that the service cannot be cancelled.





## **Service Identifiers**

The Service Identifiers tab allows you view all system identifiers associated with the mobile service.

Configuration Fe	eature / Barring Management	Manage Bolt Ons	Bolt On History	Manage Rate Overrides	Cancel Subscription	Service Identifiers	Subscription Notes	Provisioning Logs	Subscription Period History
1 Results Found									
EN	AEID 🛇	S	ervice Identifier			Start Dat	te		End Date
374408	6146609	1556		1			1 Ju	un 2012 08:30:22	
					1				50 400 450 0
									50 100 150 2

Figure 52. The Service Identifiers tab

## **Subscription Notes**

The *Subscription Notes* tab allows you to display any notes attached to the service. The Note ID, Author, Date Created, Subject and Details are displayed.

					Create New Note
Results	Found				
NOTE ID	Author	Created	Subject	Details	
139572	support@itelacons.tms.cc)	4 Sep 2012	Reactivation Provisioned	Provisioning Reactivation of Service Performed By: iTelecom Support @ 2012-09-04T11:12:07+10:00 Reason: Co Test Reactivation	ustomer Request Note
139193	support@ic.econ	17 Jul 2012	Temporary Suspension Provisioned	Provisioning Temporarily Suspension of Service Performed By: iTelecom Support @ 2012-07-17T16:36:46+10:00 Requested Note:	Reason: Customer
138891	support@"!scomw/mn.cor.;		Resubmitted Semi Manual Provisio Request	g Service was resubmitted for provisioning on 31/05/2012 by support@itelecomwlms.com	
				1	50 100 150

Figure 53. The Subscription Notes tab

### To Add a Note

1. Click the **Create New Note** button. The *New Note* section will appear.

	ature / Barring Management	Manage Bolt Ons	Bolt On History	Manage Rate Overrides	Cancel Subscription	Service Identifiers	Subscription Notes	Provisioning Logs	Subscription Period History
New Note									
Author:	Trainer "								
Created:	7 Feb 2013	14:48:40							
Object Type Value:	389055								
* Subject:									
Details:									
	Private			10					
	Private								
				Cancel					
				Save					

Figure 54. The New Note section

By default, the Author and date created will default to your user name and current system date and time respectively.

- 2. Enter the note's *Subject*.
- 3. Enter the required text in the *Details* field.
- 4. Tick the *Private* check box to keep the note from being displayed in the end user portal.
- 5. Click the **Save** button. The Note will appear in the *Subscription Notes* table.

# **Provisioning Logs**

The *Provisioning Logs* tab displays information about all provisioning requests related to the service and their status, including all information and updates received from Telstra. The provisioning log will also show service fault history.

.og ID	Service Identifier	Request Type	Transfer Type	Task Status	Created	Updated	Result
42114	61499778318	LOLIGNP		Success	2013-02-07 13:30:14	2013-02-07 13:30:14	Successfully reactivated D1.24 (C).218 with reason RDJD.
42113	61499778318	LOLIGNP		Success	2013-02-07 13:30:10	2013-02-07 13:30:10	Initialised generic data
18827	0499778318	SingleAction		Success	2012-06-22 11:58:48	2012-06-22 11:58:48	Successfully reactivate _ 0410770318 with reason RDJD
18037	0499778318	SingleAction		Success	2012-06-01 17:21:30	2012-06-01 17:21:30	Successfully temporarily disconnected ^1128318
17971	0499778318	SingleAction		Success	2012-06-01 13:26:45	2012-06-01 13:26:45	Successfully reactivated @ #1771-0318 with reason RDJD
17966	0499778318	SingleAction		Success	2012-06-01 12:47:49	2012-06-01 12:47:49	Successfully temporarily disconnected
17782	0499778318	SingleAction		Success	2012-05-31 20:57:17	2012-05-31 20:57:17	Successfully reactivated CCDD 318 with reason RSCR
17776	0499778318	SingleAction		Success	2012-05-31 20:40:25	2012-05-31 20:40:25	Successfully temporarily suspended C 40000 J318
17775	0499778318	LOLIGNP		Success			Succesfully modified (1) network products and failed (0) for service "MTST_U318. Details:Successfully activated service feature subscription:50821(LOLIG_NP_WDATA015)
17774	0499778318	LOLIGNP			2012-05-31 20:40:06	2012-05-31 20:40:06	Initialised generic data
17773	0499778318	SingleAction		Success	2012-05-31 20:38:46	2012-05-31 20:38:46	Successfully reactivated C CCCT03318 with reason RDJD
17772	0499778318	SingleAction		Success	2012-05-31 20:36:10	2012-05-31 20:36:10	Successfully temporarily disconnected C1011, 3318
17771	0499778318	SingleAction		Success	2012-05-31 20:35:37	2012-05-31 20:35:37	Successfully queried C (2007-3318
17770	61499778318	New	NEW	Success	2012-05-31 20:33:18	2012-05-31 20:33:18	Service activation complete
17769	61499778318	New	NEW	Success	2012-05-31 20:33:16	2012-05-31 20:33:16	Mobile numbe: "10"""3318 successfully created
17768	61499778318	New	NEW	Success	2012-05-31	2012-05-31 20:33:04	Initialised generic data

Figure 55. The Provisioning Logs tab

# **Subscription Period History**

The Subscription Period History tab displays a list of billing periods created for the service subscription, with period dates, processing dates, and statuses.

	Subscription Start Da	ite	Subscription End Dat	te 🛠	Feature Name	Feature Optio	on Status
			1	Nothing Found			
				1			
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Figure 56. The Subscription Period History tab

# **Further Information**

For further information about Emersion's Ordering and Service Management functions, or other Emersion system modules, please contact Emersion.

If you are using Emersion on agreement from a supplier (i.e. in connection with the supply of a particular service or product), and have been provided a login for Emersion by your supplier, please contact your supplier directly for assistance.

## **Emersion**

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# **Glossary of Terms and Abbreviations**

ACA means the Australian Communications Authority.

**ACMA** means the Australian Communications and Media Authority.

**ACCC** means the Australian Competition and Consumer Commission.

**ACIF** means the Australian Communications Industry Forum.

**ACIF Code** means an industry code registered with the Australian Communications Authority (now ACMA) under the *Telecommunications Act 1997.* 

**ADSL** means Asymmetrical Digital Subscriber Line.

ADEA means Account Enquiry Notification.

**BCC** means Broadcast Cutover Completion.

**Broadband** means an always-on Broadband Service over Unconditioned Local Loop (ULL) aggregating data to/from customers to a state or national point-of-interconnect.

**Broadband Churn** means a Churn Order to transfer a Broadband Service from one service provider to another.

**Business Day** means any day from Monday to Friday (inclusive) other than a day which is gazetted or otherwise declared or made a Public Holiday.

Business Hours means 08:30 to 17:00 Australian Eastern Standard Time.

**CA** means Customer Authorisation.

**Caller** means the person originating a call using a telecommunications Service.

Cancel Order means an order created to terminate an existing Service.

**Calling Line Identity** means the data generated by a network which relates to the telecommunications Service of the originating call. Also known as Calling Line Identification.

**Calling Number Display** means the option available to a customer regarding whether they would like their number to be shown or kept hidden from the party they are calling. Also known as Caller ID.

Carrier means the holder of a carrier licence in accordance with the Telecommunications Act1997.

Change Order means the option available to change an existing order.

Churn means the transfer of a Service.

Churn CA means a Local Call Churn CA and/or a Broadband CA.

**Churn Order** means an order created where the customer wishes to transfer a Local Service and/or Broadband.

CLI means Calling Line Identity or Calling Line Identification.

Clear Business Day means a period of time commencing at 08.30 on the next Business Day.

CND means Calling Number Display.

CND Code means ACIF Code C5222: Calling Number Display as registered by the ACMA.

**Cooling Off Period** means any period available by law to a customer to rescind or otherwise avoid any agreement under which that customer agrees to acquire the Service.

**CSG** means Customer Service Guarantee.

**CSP** means Carriage Service Provider.

**Customer Authorisation** means an authorisation by the customer, or their agent, containing the minimum mandatory required information as required by the relevant ACIF code.

**Customer Service Guarantee** means the *Telecommunications (Customer Service Guarantee) Standard 2000 (No. 2)* which is legislation aimed at encouraging improvements in Service and to guard against poor Service by requiring phone companies to meet minim standards for Service connection, fault rectification and appointment keeping in relation to the supply of Standard Telephone Services.

**Directory Listing** means a listing in a telephone directory including, but not limited to, the White Pages.

**Directory Preference** means the preference stated by the customer with respect to whether they want a Directory Listing or an Unlisted Number.

**DSLAM** means Digital Subscriber Line Access Multiplexer, a mechanism at a phone company's central location that links many customer DSL connections to a single high-speed line.

**EIR** means Equipment Identity Register.

**Emersion** is the Online Ordering Portal, which is the system used to provision and bill individual services for customers.

**EN** means Expiry Notification.

**EDGE** means Enhanced data rates for GSM evolution

**End customer / Customer** means the person whose name is on the Service account and has authorised the provision of the Service through a Customer Authorisation.

FNN means Service Number or Full National Number.

GCSP means Gaining Carriage Service Provider

**GPRS** means General Packet Radio Services

**GSM** means Global System for Mobiles

HLR means Home location register

HSPA means High speed packet access

**IDD** means International direct dial

**ISDN** means Integrated services digital network

**Integrated Public Number Database** means the database contemplated in schedule 2, Part 4 of the Act that contains specified customer information for all public numbers as defined in the IPND Code.

IPND means Integrated Public Number Database.

**IPND Code** means ACIF Code C555:2002 Integrated Public Number Database (IPND) Data Provider, Data user and IPND Manager as registered by the ACMA as amended from time to time.

**IWF** means Inter Working Function

LCSP means Losing Carriage Service Provider

Line Blocking Status means the status of a particular telecommunications Service in relation to whether it has in place a **Permanent Line Block** or enabled **CND**.

Listed Number means a telecommunications Service Number which is listed in a public number directory.

LNP means Local Number Portability.

LNP Code means ACIF C540:2006.

Local Number Portability Code as registered by the ACMA.

Local Call/Broadband means Local Call and/or Broadband Services.

**Local Call/Broadband Churn Reversal** means the reinstatement of a customer's Service to a Losing service Provider following an Unauthorised Local Call/Broadband Churn.

**Local Call Churn** means the transfer of a Local Service (including Service Number) between service providers.

Local Call/Broadband Churn means Local Call Churn and/or Broadband Churn.

**Local Number Portability (LNP)** means the Porting of a Service Number associated with the provision of a Local Service between different Carrier networks.

Local Service has the same meaning as given in the Telecommunications Numbering Plan 1997.

LOLM means Linx OnLine Mobiles.

Long Distance means Long Distance Pre-selection.

**Long Distance Carrier** means a Carrier that provides carriage of Pre-selectable Calls originating from a Local Service.

**Long Distance Pre-selection** means the ability of a customer to automatically have their lines switched to the LD Provider of their choice for Pre-selectable calls.

Long Distance Provider means an SP that resells LD.

**MDF** means Main Distributor Frame. This is where the incoming telephone lines from the street terminate within a building. Depending on the size of the building the MDF could be a small plastic box on the wall or a large room.

**MDU** means Multiple Dwelling Unit e.g. apartment building of more than 3 floors, or block of units greater than 10 units.

**MMS** Multimedia Messaging Service

**MNP** Mobile Number Portability

MOU Memorandum Of understanding

MSA Mobile Service Area

**MSC** Mobile switching centre

MSN means a Mobile Service Number

**NBP** means the Network Boundary Point.

**Network Boundary Point** is the customer's first and main socket for houses, or the Main Distributor Frame for a Multi Dwelling Unit (MDU).

New Service Order means a request, made by the SP, to provision service to a customer address.

**ODB** means Operator determined barring

Order means one of the following:

a) New Service Order.

b) Churn Order.

**Order Number** means the reference number supplied to the SP following the submission of an order. Also referred to as Reference Number.

**Order Process** means the process by which you can request a Telstra service to a customer location.

**Order Reference Number** means the reference number supplied following the submission of an order. Also Referred to as Order Number.

**PCN** means Port Cutover Notification

Pending Order means an order which has been submitted but not yet completed.

**PIN** means Personal Identification Number

**Ping** means a protocol that sends a message to another computer and waits for acknowledgement, often used to check if another computer on a network is reachable.

PLMN means Public land mobile network

POTS means Plain Old Telephony Service.

**PN** means Port Notification

PUK means Personal Unblocking Key

**Public Holiday** means any day on which transfer activity is not available. Public Holidays will be issues via the service review on an annual basis.

QoS means Quality of service

**RC** means Retail Carrier.

**Retail Carrier** has the same meaning as a "Service Provider" as defined in section 86 of the Telecommunications Act 1997.

**RVA** means Recorded voice announcement

Service means a Telstra Mobile Services.

Service Number means a geographic number as defined by the *Telecommunications Numbering Plan 1997.* 

**Service Qualification** means the determination of whether a communications wire is compatible with the deployment rules for a given deployment class.

**SIM** means Subscriber Identity Module, which is a small, "smart card" used in a mobile phone that identifies the user to the carrier.

SMS means Short Message Service

SP means a Service Provider or re-seller of telephony and/or broadband services.

**Standard Telephone Service** has the meaning given by section 6 of the *Telecommunications* (*Consumer Protection and Service Standards*) *Act 1999.* 

Standard Time means:

(a) Eastern Standard Time (GMT +10 hours); or

(b) Eastern Daylight Saving Time (GMT plus 11 hours) when in effect in VIC.

**SQ** means Service Qualification.

SSL means Secure Sockets Layer

Telstra means Telstra Corporation Limited.

**UDI** means Unrestricted digital information

UMTS means Universal mobile telecommunications system

**Unlisted Number** means a Service Number that the customer has requested not be listed in public telephone directory (including, but not limited to, the White Pages).

**Unwelcome Call** means the use of a Standard Telephone Service in a menacing, offensive or harassing manner, but which is not currently a Life Threatening Call, and which may be intentional on the part of the caller or unintentional.

**USB** means Universal Serial Bus, a widely used hardware interface for attaching peripheral devices.

User means the person using the provided systems.

**WAP** means Wireless Application Protocol

WCDMA means Wideband code division multiple access

WCTA means Wholesale Customer Transfers Adelaide

Wholesale Account Number means the account number between the Losing carrier and another service provider who is rebilling the customer.

**WN** means Withdrawal Notification